

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ACROPOLIS AVIATION LTD (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AER LINGUS LIMITED (2012)**

Total number of complaints reported to DOT: 25

Total number of complaints reported to DOT: 25

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROENLACES NACIONALES S.A. DE C.V. (2012)**

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROFLOT RUSSIAN AIRLINES (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROGAL (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROLINEAS ARGENTINAS, S.A. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROSVIT AIRLINES (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AEROVIAS DE MEXICO, S.A. DE C.V. (2012)**

Total number of complaints reported to DOT: 5

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR ATLANTA-ICELANDIC (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR BERLIN (2012)**

Total number of complaints reported to DOT: 17

Total number of complaints reported to DOT: 17

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR CANADA (2012)

Total number of complaints reported to DOT: 302

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	4	0	2	0	0	0	0	7
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	13	0	0	8	0	0	0	7	29
Failure to Provide Assistance	3	0	0	1	2	152	0	0	13	3	0	0	1	175
Damage to Assistive Device	0	0	0	0	0	14	0	0	0	0	0	0	0	14
Storage and Delay of Assistive Device	0	0	0	0	0	6	0	0	0	24	0	0	0	30
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	2	0	1	0	0	17	4	0	14	2	0	0	6	46

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR CHINA (2012)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR EUROPA LINEAS AEREAS, S.A.U. (2012)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR INDIA (2012)

Total number of complaints reported to DOT: 4

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	0	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR ITALY S.P.A. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR JAPAN, CO., LTD. (2012)**

Total number of complaints reported to DOT: 7

Total number of complaints reported to DOT: 7

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIR NEW ZEALAND LIMITED (2012)

Total number of complaints reported to DOT: 38

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	1	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Seating Accommodation	0	1	0	0	0	6	0	0	5	0	0	0	0	12
Failure to Provide Assistance	0	1	0	0	0	10	0	0	3	0	0	0	0	14
Damage to Assistive Device	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	1	0	0	1	3
Other	0	0	0	0	0	2	0	0	1	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TAHITI NUI AIRLINES (2012)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AIR TRANSAT A.T., INC. (2012)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AIRTRAN AIRWAYS, INC. (2012)

Total number of complaints reported to DOT: 720

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	2	0	1	0	0	5
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	1	0	0	0	15	0	0	17	0	0	0	0	33
Failure to Provide Assistance	4	3	1	0	1	502	0	0	26	2	0	0	0	539
Damage to Assistive Device	0	0	0	0	0	3	0	0	1	1	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	7	0	0	2	5	0	0	0	14
Service Animal Problem	0	0	0	0	0	1	0	0	7	1	1	0	0	10
Unsatisfactory Info	0	3	0	0	0	7	2	0	10	1	1	0	0	24
Other	1	3	0	0	0	61	1	0	18	2	1	0	0	87

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ALASKA AIRLINES, INC. (2012)

Total number of complaints reported to DOT: 221

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	4	0	0	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	1	0	32	0	0	0	0	33
Failure to Provide Assistance	2	0	0	0	0	91	0	0	5	0	0	0	0	98
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	1	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	1	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	21	0	0	0	0	21
Unsatisfactory Info	0	1	0	0	0	0	0	0	0	0	0	0	0	1
Other	2	0	0	0	0	0	4	0	25	0	0	0	23	54

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ALITALIA SOCIETA AEREA ITALIANA (2012)

Total number of complaints reported to DOT: 61

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	1	0	0	4	0	0	3	0	1	0	0	9
Failure to Provide Assistance	1	0	0	0	0	24	0	0	2	0	0	1	0	28
Damage to Assistive Device	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	1	0	0	0	0	0	0	0	0	0	2	3
Unsatisfactory Info	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Other	0	0	0	0	0	8	0	0	3	0	1	0	0	12

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALL NIPPON AIRWAYS CO., LTD. (2012)**

Total number of complaints reported to DOT: 25

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	1	0	0	0	10	0	0	1	0	0	0	1	13
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	1	0	0	2	0	0	0	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ALLEGIANT AIR, INC. (2012)**

Total number of complaints reported to DOT: 108

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	2	0	0	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	5	0	0	39	1	0	0	0	45
Failure to Provide Assistance	0	0	0	0	0	37	1	0	0	0	0	0	0	38
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	1	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	1	0	9	2	0	0	3	16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERICAN AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 2,294

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	8	0	18	1	1	3	2	34
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	1	0	0	0	9	3	0	0	0	13
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	1	0	1	0	0	0	1	3
Seating Accommodation	6	0	0	1	1	24	0	0	194	0	0	0	0	226
Failure to Provide Assistance	12	5	0	0	2	1002	9	0	212	38	6	0	7	1293
Damage to Assistive Device	0	0	0	0	1	37	0	0	1	19	0	0	0	58
Storage and Delay of Assistive Device	0	0	0	1	1	28	1	0	7	82	0	0	0	120
Service Animal Problem	4	1	0	0	0	0	0	0	105	1	0	0	1	112
Unsatisfactory Info	0	3	0	0	0	14	5	0	27	7	0	0	7	63
Other	3	11	0	0	0	65	5	0	239	6	2	0	40	371

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by AMERICAN EAGLE AIRLINES, INC. (2012)

Total number of complaints reported to DOT: 417

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	4	1	0	0	0	6
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	1	0	0	0	3	0	0	14	0	0	0	0	19
Failure to Provide Assistance	4	4	0	0	0	200	1	0	44	6	2	0	0	261
Damage to Assistive Device	0	0	0	0	0	6	0	0	1	9	0	0	0	16
Storage and Delay of Assistive Device	1	0	0	0	0	1	0	0	4	23	0	0	0	29
Service Animal Problem	0	0	0	0	0	0	0	0	13	0	0	0	0	13
Unsatisfactory Info	0	0	0	0	0	2	0	0	7	2	0	0	0	11
Other	1	1	0	0	0	11	0	0	41	2	0	0	4	60

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AMERISTAR AIR CARGO, INC. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by ARIK AIR INTERNATIONAL USA LLC (2012)

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ARKIA ISRAELI AIRLINES, LTD. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ASIANA AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 6

Total number of complaints reported to DOT: 6

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	2	0	0	0	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AUSTRIAN AIRLINES AG (2012)**

Total number of complaints reported to DOT: 14

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Failure to Provide Assistance	2	0	0	0	0	6	0	0	0	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	2	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by AVIANCA, S.A. (2012)**

Total number of complaints reported to DOT: 17

Total number of complaints reported to DOT: 17

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BAHAMASAIR HOLDINGS LIMITED (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by BRITISH AIRWAYS PLC (2012)

Total number of complaints reported to DOT: 426

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	2	0	2	0	0	1	0	0	0	0	5
Seating Accommodation	0	1	0	2	0	3	0	0	9	0	0	0	0	15
Failure to Provide Assistance	6	0	0	19	0	162	1	0	82	5	0	0	0	275
Damage to Assistive Device	0	0	0	2	0	4	0	0	2	0	0	0	0	8
Storage and Delay of Assistive Device	1	1	0	11	0	50	1	0	23	2	0	0	0	89
Service Animal Problem	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Unsatisfactory Info	0	0	0	0	0	2	0	0	2	0	0	0	0	4
Other	1	1	0	1	0	10	1	0	9	0	1	0	0	24

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by BRUSSELS AIRLINES (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CALIMA AVIACION (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN AIRLINES LIMITED (2012)**

Total number of complaints reported to DOT: 16

Total number of complaints reported to DOT: 16

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	3	0	0	0	0	1	0	0	4
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	2	0	0	0	6
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	0	0	0	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CARIBBEAN SUN AIRLINES DBA WAA (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CATHAY PACIFIC AIRWAYS LIMITED (2012)**

Total number of complaints reported to DOT: 29

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	1	0	0	0	0	0	0	0	0	1	2
Other	0	0	0	0	0	13	0	0	3	5	0	0	1	22

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CAYMAN AIRWAYS LIMITED (2012)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by CHINA AIRLINES, LTD. (2012)

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CHINA EASTERN AIRLINES CORPORATION (2012)**

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by COLGAN AIR (2012)

Total number of complaints reported to DOT: 84

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	6	0	0	4	0	0	0	0	10
Failure to Provide Assistance	0	0	0	0	0	62	0	0	1	1	0	0	0	64
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	1	1	0	0	0	0	0	0	0	0	0	0	0	2
Other	0	0	0	0	0	5	0	0	2	0	0	0	0	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMAIR, INC. D/B/A DELTA CONNECTION (2012)**

Total number of complaints reported to DOT: 84

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMLUX MALTA LTD. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPANIA MEXICANA DE AVIACION, S.A. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by COMPANIA PANAMENA DE AVIACION, S.A. (2012)**

Total number of complaints reported to DOT: 70

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	3	0	24	0	0	6	0	0	0	0	33
Damage to Assistive Device	0	0	0	0	0	3	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	1	0	0	2	0	0	0	0	3
Other	0	0	0	0	0	13	0	0	7	0	0	0	1	21

Total number of complaints reported to DOT: 95

Total number of complaints reported to DOT: 95

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CONDOR FLUGDIENST GMBH (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by CORSAIR (2012)**

Total number of complaints reported to DOT: 4

Total number of complaints reported to DOT: 4

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by DC AVIATION GMBH (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DELTA AIR LINES, INC. (2012)

Total number of complaints reported to DOT: 3,707

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	3	0	0	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Advance Notice Dispute	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Seating Accommodation	10	0	0	2	3	112	3	0	429	7	3	0	3	572
Failure to Provide Assistance	20	23	6	4	2	2003	9	0	429	26	8	0	235	2765
Damage to Assistive Device	0	0	0	1	1	45	0	0	1	53	0	0	1	102
Storage and Delay of Assistive Device	1	1	0	3	0	22	3	0	60	63	0	0	2	155
Service Animal Problem	4	2	0	0	0	0	0	0	64	0	2	0	0	72
Unsatisfactory Info	1	5	2	0	0	4	1	0	8	1	0	0	4	26
Other	0	0	0	0	0	3	0	0	2	0	0	0	0	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by DEUTSCHE LUFTHANSA AG (2012)

Total number of complaints reported to DOT: 245

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	3	0	8	0	0	0	0	12
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	14	0	0	0	0	17
Failure to Provide Assistance	0	0	1	0	0	164	5	0	6	0	0	0	0	176
Damage to Assistive Device	0	0	0	0	0	17	0	0	0	5	0	0	0	22
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	0	2	0	0	0	6
Service Animal Problem	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	1	0	0	1
Other	0	0	0	0	0	2	0	0	0	1	1	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EGYPTAIR (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EL AL ISRAEL AIRLINES LTD. (2012)**

Total number of complaints reported to DOT: 27

Total number of complaints reported to DOT: 27

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	2	0	0	0	0	0	0	0	3
Failure to Provide Assistance	0	0	0	2	0	13	0	0	0	0	0	0	0	15
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	2	1	0	0	7
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	0	0	0	0	0	2

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EMIRATES (2012)

Total number of complaints reported to DOT: 46

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	1	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Failure to Provide Assistance	1	0	0	0	0	32	0	0	1	1	0	0	0	35
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	1	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ETHIOPIAN AIRLINES ENTERPRISE (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ETIHAD AIRWAYS P.J.S.C. (2012)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by EUROATLANTIC AIRWAYS TRANSPORTES AE (2012)**

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EVA AIRWAYS CORPORATION (2012)

Total number of complaints reported to DOT: 8

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	1	2	0	0	0	6

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EXECUTIVE AIRLINES, INC. (2012)

Total number of complaints reported to DOT: 9

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	4	0	0	1	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	1	0	0	0	1
Service Animal Problem	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	1	0	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by EXPRESSJET AIRLINES (2012)

Total number of complaints reported to DOT: 1,045

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	1	7	0	0	1	1	0	0	0	10
Airport Not Accessible	0	0	0	0	0	8	0	0	1	0	0	0	0	9
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	2	2	0	0	27	0	0	39	1	0	0	0	72
Failure to Provide Assistance	4	8	1	3	4	732	1	0	48	7	1	0	2	811
Damage to Assistive Device	0	0	0	0	1	6	0	0	0	1	0	0	0	8
Storage and Delay of Assistive Device	0	0	0	0	1	6	0	0	10	20	0	1	0	38
Service Animal Problem	0	0	0	0	0	0	0	0	6	1	4	0	0	11
Unsatisfactory Info	1	0	1	0	0	6	1	0	2	0	0	0	0	11
Other	3	2	2	3	3	37	0	0	19	3	1	0	2	75

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FALCON AIR EXPRESS, INC. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FIJI AIRWAYS (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FINNAIR OY D/B/A FINNAIR OYJ (2012)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FIRST AIR (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by FRONTIER AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 172

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	4	1	0	9	1	0	0	0	15
Failure to Provide Assistance	2	0	0	0	0	78	0	0	6	2	0	0	0	88
Damage to Assistive Device	0	0	0	0	1	2	0	0	0	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	5	0	0	0	0	5
Unsatisfactory Info	0	1	0	0	0	1	2	0	1	0	0	1	0	6
Other	0	0	0	0	2	23	1	0	11	4	0	7	0	48

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by GLOBAL JET LUXEMBOURG S.A. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by GOJET AIRLINES, LLC (2012)

Total number of complaints reported to DOT: 103

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Failure to Provide Assistance	1	1	0	1	0	85	0	0	2	0	0	0	1	91
Damage to Assistive Device	0	0	0	0	0	0	0	0	1	1	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	1	0	0	0	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HAINAN AIRLINES COMPANY LTD (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HAWAIIAN AIRLINES, INC. (2012)

Total number of complaints reported to DOT: 149

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	2	0	0	0	0	0	0	2
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	1	0	0	0	0	0	0	2	0	0	0	0	3
Advance Notice Dispute	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	4	0	0	52	0	0	0	0	56
Failure to Provide Assistance	0	0	0	0	0	33	1	0	16	0	1	0	0	51
Damage to Assistive Device	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	12	1	0	0	0	13
Unsatisfactory Info	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Other	0	1	2	0	0	3	0	0	4	1	0	0	0	11

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by HI FLY, TRANSPORTES AEREOS, S.A. (2012)

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by HORIZON AIR INDUSTRIES, INC. (2012)**

Total number of complaints reported to DOT: 70

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	1	0	0	0	0	48	0	0	2	0	0	0	0	51
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	2	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	14	0	0	0	0	14

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by IBERIA LINEAS AEREAS DE ESPANA, S.A (2012)

Total number of complaints reported to DOT: 84

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by IBERWORLD AIRLINES, S.A. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ICELANDAIR EHF. (2012)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by INSEL AIR INTERNATIONAL B.V. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JAPAN AIRLINES INTERNATIONAL CO. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JAZZ AVIATION LP (2012)

Total number of complaints reported to DOT: 50

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	1	0	0	0	1	4
Failure to Provide Assistance	1	0	0	0	0	29	0	0	0	0	0	0	0	30
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	2	0	0	0	3
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	4	0	0	2	1	0	0	0	7

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JEJU AIR COMPANY LIMITED (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JET AIRWAYS (INDIA) LTD. (2012)

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by JETBLUE AIRWAYS CORPORATION (2012)

Total number of complaints reported to DOT: 1,209

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	3	4	0	3	1	0	0	0	11
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	1	0	7	0	0	3	0	0	0	0	11
Aircraft Not Accessible	0	6	0	0	0	2	0	0	2	0	0	0	0	10
Airport Not Accessible	0	1	0	0	0	3	0	0	7	0	0	0	0	11
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	6	0	0	3	0	63	1	0	102	0	3	0	8	186
Failure to Provide Assistance	10	4	1	3	0	392	3	0	187	13	20	0	16	649
Damage to Assistive Device	0	0	0	0	0	8	0	0	1	0	0	0	0	9
Storage and Delay of Assistive Device	0	0	0	3	0	7	0	0	7	4	0	0	0	21
Service Animal Problem	2	0	0	0	0	1	0	0	61	1	6	0	59	130
Unsatisfactory Info	1	2	0	0	0	4	1	0	5	0	1	0	2	16
Other	6	5	0	4	0	30	7	0	43	5	4	0	51	155

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JETSTAR AIRWAYS PTY LIMITED (2012)**

Total number of complaints reported to DOT: 6

Total number of complaints reported to DOT: 6

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JIN AIR (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by JOINT STOCK COMPANY VLADIVOSTOK AIR (2012)**

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KLM ROYAL DUTCH AIRLINES, N.V. (2012)**

Total number of complaints reported to DOT: 37

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	1	0	12	0	0	2	3	0	0	1	19
Damage to Assistive Device	0	0	0	0	0	6	0	0	0	1	0	0	0	7
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	3	0	1	0	0	4
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	2	0	3	0	0	0	0	5

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by KOREAN AIR LINES CO., LTD. (2012)

Total number of complaints reported to DOT: 13

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Seating Accommodation	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Failure to Provide Assistance	0	0	0	1	0	4	0	0	0	0	0	0	0	5
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	1	0	1	0	0	0	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by KUWAIT AIRWAYS CORPORATION (2012)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN AIRLINES S.A. (2012)**

Total number of complaints reported to DOT: 11

Total number of complaints reported to DOT: 11

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN ARGENTINA S.A. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN COLOMBIA (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN ECUADOR (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LAN PERU S.A. (2012)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by LINEAS AEREAS COSTARRICENSES S.A. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MALAYSIA AIRLINES (2012)

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MESA AIRLINES, INC. (2012)

Total number of complaints reported to DOT: 101

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	4	0	0	0	0	6
Failure to Provide Assistance	4	1	0	0	0	52	0	0	16	0	1	0	0	74
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Other	0	0	0	0	0	10	0	0	6	0	0	0	0	16

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by MIAMI AIR INTERNATIONAL, INC. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by MONARCH AIRLINES LIMITED (2012)

Total number of complaints reported to DOT: 2

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NOLINOR AVIATION (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by NORTH AMERICAN AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 0

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistance	Mentally Impaired	Communicable Disease	Allergies	Total of Categories
--	-----------------	------------------	---------------------------	------------	--------------	------------------	--------	-----------	------------------	------------------	-------------------	----------------------	-----------	---------------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by OMNI AIR INTERNATIONAL INC. (2012)**

Total number of complaints reported to DOT: 14

Total number of complaints reported to DOT: 14

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by OPENSIES (2012)**

Total number of complaints reported to DOT: 7

Total number of complaints reported to DOT: 7

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PAKISTAN INT'L AIRLINES CORPORATION (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PHILIPPINE AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 21

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	1	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	5	0	0	3	0	0	0	0	8
Failure to Provide Assistance	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	2	0	0	2	0	0	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PINNACLE AIRLINES, INC. / ENDEAVOR (2012)**

Total number of complaints reported to DOT: 495

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	0	0	4	10	0	0	12	0	0	0	0	27
Failure to Provide Assistance	8	1	1	2	0	352	1	0	51	4	1	0	14	435
Damage to Assistive Device	0	0	0	0	0	3	0	0	1	0	0	0	0	4
Storage and Delay of Assistive Device	0	0	0	0	0	3	1	0	3	12	0	0	1	20
Service Animal Problem	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Unsatisfactory Info	1	0	0	0	0	0	1	0	0	0	0	0	0	2
Other	0	0	0	0	0	1	0	0	1	0	0	0	0	2

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by POLSKIE LINIE LOTNICZE LOT, S.A. (2012)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by PORTER AIRLINES INC. (2012)

Total number of complaints reported to DOT: 5

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	4	0	0	0	0	0	0	0	4
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	1	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PRIVATAIR S.A. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by PSA, INC. D/B/A US AIRWAYS EXPRESS (2012)**

Total number of complaints reported to DOT: 46

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Failure to Provide Assistance	1	1	0	0	0	14	1	0	7	1	0	0	0	25
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	1	0	0	3	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	1	0	0	0	5	0	0	7	0	0	0	0	13

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by QANTAS AIRWAYS LIMITED (2012)

Total number of complaints reported to DOT: 26

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	4	0	0	0	0	4
Failure to Provide Assistance	0	0	0	0	0	0	0	0	6	0	0	0	0	6
Damage to Assistive Device	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	3	1	0	0	0	0	0	0	4
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	6	1	0	0	0	8

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by QATAR AIRWAYS Q.C.S.C. (2012)**

Total number of complaints reported to DOT: 18

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	5	0	0	0	0	0	0	0	5
Failure to Provide Assistance	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	0	0	1	0	0	4

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by REPUBLIC AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 91

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	1	0	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	3	0	0	4	0	0	0	0	7
Failure to Provide Assistance	2	0	0	0	0	40	1	0	8	1	0	0	0	52
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	1	0	1	0	0	0	1	0	0	0	0	3
Service Animal Problem	0	0	0	0	1	0	0	0	3	0	0	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	3	0	0	0	0	13	1	2	4	0	0	0	0	23

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL AIR MAROC (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by ROYAL JORDANIAN AIRLINE (2012)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by RYAN INTERNATIONAL AIRLINES, INC. (2012)

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SANTA BARBARA AIRLINES (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SATA INTERNACIONAL (2012)**

Total number of complaints reported to DOT: 1

Total number of complaints reported to DOT: 1

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	0	0	0	0	0	1

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SAUDI ARABIAN AIRLINES CORPORATION (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SCANDINAVIAN AIRLINES SYSTEM (2012)

Total number of complaints reported to DOT: 18

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	2	0	0	1	0	0	0	0	3
Failure to Provide Assistance	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Service Animal Problem	0	0	0	0	0	0	0	0	1	0	1	0	0	2
Unsatisfactory Info	0	1	0	0	0	1	0	0	2	0	0	0	0	4
Other	0	1	0	0	0	2	0	0	0	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SHUTTLE AMERICA CORPORATION (2012)**

Total number of complaints reported to DOT: 137

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	1	0	0	0	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	2	0	0	0	2	0	0	5	0	0	0	0	9
Failure to Provide Assistance	2	0	0	0	0	98	0	0	4	0	0	0	2	106
Damage to Assistive Device	0	0	0	0	0	2	0	0	0	1	0	0	0	3
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	2	1	0	0	0	3
Service Animal Problem	0	1	0	0	0	0	0	0	2	0	0	0	0	3
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	1	0	0	7	0	0	2	0	0	0	0	11

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SICHUAN AIRLINES (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SIERRA PACIFIC AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SINGAPORE AIRLINES LIMITED (2012)**

Total number of complaints reported to DOT: 12

Total number of complaints reported to DOT: 12

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Failure to Provide Assistance	0	0	0	0	0	6	0	0	0	0	0	0	0	6
Damage to Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	3	0	0	0	0	0	0	0	3

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKY KING, INC. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SKYWEST AIRLINES, INC. (2012)**

Total number of complaints reported to DOT: 509

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	1	1	0	0	0	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	14	1	0	15	0	0	0	0	30
Failure to Provide Assistance	9	5	0	0	0	389	0	0	12	0	1	0	4	420
Damage to Assistive Device	0	0	0	1	1	6	0	0	1	0	0	0	0	9
Storage and Delay of Assistive Device	0	0	0	1	1	10	0	0	11	1	0	0	0	24
Service Animal Problem	0	0	0	0	0	0	0	0	8	0	0	0	0	8
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	9	3	0	1	0	0	0	1	14

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SOCIETE AIR FRANCE (2012)

Total number of complaints reported to DOT: 222

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	0	1	0	4	3	0	0	1	9
Seating Accommodation	0	0	0	0	0	3	0	0	11	0	3	0	0	17
Failure to Provide Assistance	0	0	0	1	0	94	0	0	10	18	0	0	2	125
Damage to Assistive Device	0	0	0	2	0	14	0	0	2	5	0	0	0	23
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	1	0	0	0	0	1
Service Animal Problem	0	0	0	0	0	0	0	0	4	0	1	0	0	5
Unsatisfactory Info	0	0	0	0	0	8	0	0	0	0	0	0	0	8
Other	0	0	0	2	0	20	1	0	5	1	2	0	0	31

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SOUTH AFRICAN AIRWAYS SOC LIMITED (2012)**

Total number of complaints reported to DOT: 6

	Vision	Hearing	Vision &	Paraplegic	Quadriplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SOUTHWEST AIRLINES CO. (2012)

Total number of complaints reported to DOT: 2,189

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	12	0	7	0	3	0	1	23
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	1	0	0	2	0	0	5	1	0	0	0	9
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	1	0	1	0	0	9	0	0	94	0	1	0	4	110
Failure to Provide Assistance	18	14	2	0	6	603	1	0	109	7	8	0	3	771
Damage to Assistive Device	0	0	0	0	0	41	1	0	4	32	0	0	0	78
Storage and Delay of Assistive Device	0	1	0	0	0	12	10	0	45	132	0	0	0	200
Service Animal Problem	0	1	0	0	0	0	0	0	107	0	2	0	0	110
Unsatisfactory Info	0	0	0	0	0	3	0	0	5	0	0	0	2	10
Other	15	11	2	0	1	102	18	0	531	5	23	0	170	878

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by SPIRIT AIRLINES, INC. (2012)

Total number of complaints reported to DOT: 194

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	1	1	0	1	0	0	0	0	3
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	0	0	0	0	11	0	0	2	0	0	0	0	13
Seating Accommodation	3	1	0	0	0	7	0	0	23	0	0	0	5	39
Failure to Provide Assistance	1	2	0	0	0	46	0	0	8	2	3	0	4	66
Damage to Assistive Device	0	0	0	0	0	4	0	0	0	1	0	0	0	5
Storage and Delay of Assistive Device	0	0	0	0	0	4	0	0	3	3	0	0	0	10
Service Animal Problem	0	0	0	0	0	1	0	0	10	0	0	0	0	11
Unsatisfactory Info	2	0	0	0	0	3	4	0	8	5	0	0	3	25
Other	4	0	0	1	0	4	0	0	11	0	0	0	0	20

Total number of complaints reported to DOT: 31

Total number of complaints reported to DOT: 31

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SUNCLASS AIRLINES APS (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SURINAM AIRWAYS (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by SWISS INTERNATIONAL AIR LINES LTD. (2012)**

Total number of complaints reported to DOT: 23

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	1	0	0	0	0	1	0	0	0	0	2
Failure to Provide Assistance	0	0	0	0	0	5	2	0	0	1	0	0	0	8
Damage to Assistive Device	0	0	0	1	0	1	0	0	0	0	0	0	0	2
Storage and Delay of Assistive Device	0	0	0	1	0	0	0	0	0	1	0	0	0	2
Service Animal Problem	0	0	0	0	0	1	0	0	2	0	1	0	0	4
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	1	0	0	3	1	0	0	0	5

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TACA INTERNATIONAL AIRLINES, S.A. (2012)**

Total number of complaints reported to DOT: 5

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TAM-LINHAS AEREAS, S.A. (2012)**

Total number of complaints reported to DOT: 12

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	8	0	0	0	2	0	0	0	10
Damage to Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Other	0	0	0	0	0	0	0	0	0	0	1	0	0	1

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TAP AIR PORTUGAL (2012)

Total number of complaints reported to DOT: 4

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Failure to Provide Assistance	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Damage to Assistive Device	0	0	0	1	0	0	0	0	0	0	0	0	0	1
Storage and Delay of Assistive Device	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Service Animal Problem	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsatisfactory Info	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Other	1	0	0	1	0	1	0	0	0	0	0	0	0	3

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by TEM ENTERPRISES/XTRA AIRWAYS (2012)

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by THAI AIRWAYS INT'L PUBLIC CO. LTD. (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by THOMAS COOK AIRLINES LIMITED (2012)**

Total number of complaints reported to DOT: 4

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TITAN AIRWAYS LIMITED (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRANS AMERICAN AIRLINES S.A. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRANSAERO AIRLINE (2012)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRANSPORTES AEREOS DE CABO VERDE (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TRAVEL SERVICE (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRLINES BELGIUM (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRLINES NEDERLAND, B.V. (2012)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TUI AIRWAYS LIMITED (2012)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

Total number of complaints reported to DOT: 8

	Vision	Hearing	Vision &	Paraplegic	Quadriplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by TYROLEAN JET SERVICE (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UNITED AIR LINES, INC. (2012)**

Total number of complaints reported to DOT: 3,001

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	2	4	0	6	1	0	1	0	14
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Aircraft Not Accessible	0	2	0	0	0	8	0	0	2	0	0	0	0	12
Airport Not Accessible	2	1	0	0	0	13	0	0	1	0	0	0	0	17
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	8	7	2	6	5	184	2	0	228	0	12	0	2	456
Failure to Provide Assistance	30	13	4	6	8	1718	6	0	118	16	7	0	2	1928
Damage to Assistive Device	0	0	0	2	0	39	0	0	5	8	0	0	0	54
Storage and Delay of Assistive Device	0	1	0	5	0	35	1	0	20	16	0	0	2	80
Service Animal Problem	0	1	0	0	0	3	0	0	27	0	23	0	0	54
Unsatisfactory Info	0	3	0	0	1	18	4	0	12	4	1	0	2	45
Other	4	12	2	6	2	211	12	0	71	12	3	0	3	338

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by US AIRWAYS, INC. (2012)

Total number of complaints reported to DOT: 3,185

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	1	1	1	0	1	0	0	0	0	4
Refusal to Board w/o Attendant	0	0	0	0	1	2	0	0	0	0	0	0	0	3
Security Issues Regarding Disability	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Aircraft Not Accessible	0	0	0	0	0	12	21	0	9	3	0	0	0	45
Airport Not Accessible	0	0	0	0	0	7	0	0	1	0	0	0	0	8
Advance Notice Dispute	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Seating Accommodation	0	0	2	3	0	62	0	0	175	1	3	0	0	246
Failure to Provide Assistance	21	15	9	5	4	1551	19	1	461	18	3	0	4	2111
Damage to Assistive Device	0	0	0	0	0	29	0	0	3	7	0	0	0	39
Storage and Delay of Assistive Device	0	0	0	0	1	11	1	0	5	7	0	0	0	25
Service Animal Problem	0	0	0	0	0	2	0	0	49	5	1	0	1	58
Unsatisfactory Info	2	2	3	3	1	81	6	0	91	6	1	0	5	201
Other	4	6	3	1	0	157	7	2	213	9	1	0	42	445

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by USA JET AIRLINES (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by UZBEKISTAN AIRWAYS (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN AMERICA, INC. (2012)**

Total number of complaints reported to DOT: 99

Total number of complaints reported to DOT: 99

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN ATLANTIC AIRWAYS LIMITED (2012)**

Total number of complaints reported to DOT: 449

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Refusal to Board w/o Attendant	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Security Issues Regarding Disability	0	0	0	0	0	1	0	0	1	0	0	0	0	2
Aircraft Not Accessible	0	0	0	0	0	0	0	0	2	0	0	0	0	2
Airport Not Accessible	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Advance Notice Dispute	0	0	0	0	0	2	0	0	0	0	0	0	1	3
Seating Accommodation	3	4	0	3	0	9	0	0	51	1	10	0	0	81
Failure to Provide Assistance	9	1	1	2	0	96	0	0	96	0	3	0	0	208
Damage to Assistive Device	0	0	0	1	0	56	1	0	4	0	1	0	0	63
Storage and Delay of Assistive Device	0	0	0	1	0	6	2	0	12	1	0	0	0	22
Service Animal Problem	0	0	0	0	0	0	1	0	0	0	1	0	0	2
Unsatisfactory Info	1	1	0	0	0	1	1	0	3	0	1	0	0	8
Other	1	2	0	4	0	14	3	0	26	4	3	0	0	57

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VIRGIN AUSTRALIA (2012)**

Total number of complaints reported to DOT: 2

Total number of complaints reported to DOT: 2

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VISION AIRLINES, INC (2012)**

Total number of complaints reported to DOT: 3

Total number of complaints reported to DOT: 3

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VOLARIS (2012)**

Total number of complaints reported to DOT: 5

Total number of complaints reported to DOT: 5

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by VRG LINHAS AÉREAS S/A (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision & Hearing	Paraplegic	Quadriplegic	Other Disability	Oxygen	Stretcher	Other Disability	Other Assistance	Mentally Impaired	Communicable Disease	Allergies	Total of Disabilities
--	--------	---------	------------------	------------	--------------	------------------	--------	-----------	------------------	------------------	-------------------	----------------------	-----------	------------------------------

[illegible]

Detailed Breakdown of Disability-Related Complaint Data Reported to DOT by WESTJET (2012)

Total number of complaints reported to DOT: 385

	Vision Impaired	Hearing Impaired	Vision & Hearing Impaired	Paraplegic	Quadriplegic	Other wheelchair	Oxygen	Stretcher	Other Disability	Other Assistive Device	Mentally Impaired	Communicable Disease	Allergies	Total of Category of Complaints
Refusal To Board Passenger	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Refusal to Board w/o Attendant	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Security Issues Regarding Disability	0	0	0	0	0	0	1	0	0	0	0	0	0	1
Aircraft Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Airport Not Accessible	0	0	0	0	0	1	0	0	0	0	0	0	0	1
Advance Notice Dispute	0	1	0	0	0	0	2	0	0	0	0	0	0	3
Seating Accommodation	1	0	0	2	1	26	2	0	22	0	1	0	13	68
Failure to Provide Assistance	0	1	1	0	0	76	1	0	10	1	1	1	11	103
Damage to Assistive Device	0	0	0	2	0	76	0	0	0	42	0	0	0	120
Storage and Delay of Assistive Device	0	0	0	0	0	11	0	0	0	8	0	0	0	19
Service Animal Problem	0	0	0	0	0	0	3	0	14	0	0	0	0	17
Unsatisfactory Info	2	0	0	0	0	4	1	0	5	3	0	0	11	26
Other	0	2	0	1	0	8	4	0	2	0	0	0	8	25

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by WORLD AIRWAYS, INC. (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by XL AIRWAYS FRANCE (2012)**

Total number of complaints reported to DOT: 0

	Vision	Hearing	Vision &	Paraplegic	Quadruplegic	Other	Oxygen	Stretcher	Other	Other	Mentally	Communicable	Allergies	Total of
--	--------	---------	----------	------------	--------------	-------	--------	-----------	-------	-------	----------	--------------	-----------	-----------------

[illegible]

**Detailed Breakdown of Disability-Related Complaint Data
Reported to DOT by YAKUTIA AIRLINES (2012)**

Total number of complaints reported to DOT: 0

Total number of complaints reported to DOT: 0

[illegible]